

## Testimonial: NZDHB

# PCM starts with DHBs across New Zealand

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### Background

DHBs are responsible for providing or funding the provision of health services, including hospitals, in their district.

### Training

Our co-operation with several DHBs in New Zealand started in 2009 with CMDHB and expanded over time to include CCDHB, CDHB, Lakes DHB, MidCentral DHB, NMDHB, Waikato DHB, Waitemata DHB.

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### Results

It proved especially effective to have teams of different departments undergo PCM training together.

Team cohesion, mutual understanding of roles and responsibilities and processes are only a few of the take-away results of PCM training embracing professionals from several disciplines in a hospital.

**“Fantastic. Wish I’d done this years ago. Excited to go back to work (and home) and better understand people. Will highly recommend this to everyone – it should be mandatory!”**

**“Excellent learning & something I will use immediately with my team. This will enhance my interactions with my direct reports and improve team cohesion.”**